

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



August 19, 1980

ALL-COUNTY INFORMATION NOTICE I- 89-80

TO: All Staff Development Officers
County Welfare Fraud Investigators
County Civil Rights Representative

SUBJECT: Orange County Fraud Interviewing Techniques Training Module

REFERENCE:

Orange County Human Services Agency, Department of Social Services, developed and produced a training module for eligibility workers entitled "Fraud Confrontation Interviewing Techniques". These materials were developed under a Local Agency Special Training (LAST) grant by the Department of Social Services.

The training package consists of one 35-minute color videocassette, trainer's guide, participant handouts, and pre- and post-tests.

The DSS Fraud Prevention Section has reviewed the training packet and found it to be an effective means of demonstrating the proper role of the eligibility worker in the prevention of welfare fraud. They expect that the counties will find the materials informative, easy to use, and entertaining. The confrontation interview is probably one of the most difficult tasks an eligibility worker faces, and is therefore an appropriate subject in any eligibility or fraud training.

I would like to particularly commend Dianne Edwards, Orange County Senior Staff Development Specialist, the Orange County Human Services Agency Staff Development and Social Services Staff, and Walt Zwicker, Los Angeles Media Specialist for their excellent work in coordinating and developing the Fraud Confrontation Interviewing Techniques training module.

Booking procedures and guidelines are attached for your use in ordering this training module. If you have any questions, please contact Norma Clemons of the Training Bureau at (916) 445-6271 (ATSS 485-6271).

Sincerely,

A handwritten signature in cursive script that reads 'Claude Finn'.

CLAUDE FINN

Deputy Director

Attachment

cc: CWDA
GEN 654a (9/79)

BOOKING PROCEDURES AND GUIDELINES

Fraud Confrontation Interviewing Techniques Module

We have available for loan, three copies on 3/4" color video cassettes. For those counties whose equipment cannot accommodate video cassettes, we also have three copies on 1/2" black and white, reel-to-reel video tapes.

Because of the limited copies available, three weeks advance notice is required for the processing of your request, scheduling, and shipping. Counties may duplicate this training package on their own expense. This would ensure availability of the material for ongoing county training.

To order, please submit your written request to:

Department of Social Services
Training Bureau
744 P Street, M.S. 14-62
Sacramento, CA 95814

Your request should include the following information:

1. Date needed (please provide alternate dates)
2. Purpose
 - a. Conduct training sessions (include proposed dates of training)
 - b. Preview only
 - c. Duplication
3. Preference of 3/4" color cassettes OR 1/2" B/W reel to reel.
4. Name, title, and telephone number of person responsible for the training package.
5. A permanent mailing address (packages are not deliverable to post office boxes).

The maximum loan time is currently limited to 30-working days (including shipping and handling time). If you only intend to preview and/or duplicate the materials, you may keep the material one week after receipt.

Counties borrowing the training materials must agree to return them to the DSS Training Bureau (address above) via Certified First Class Mail, Return Receipt Requested and insure the package for \$100.